WELLSPAN HEALTH
VOLUNTEER SERVICES

York County:
1001 S. George Street, PO Box 15198, York, PA 17405
Phone: (717) 851-2147 Fax: (717) 851-3279
E-mail: volunteersvcs@wellspan.org

Adams County:
147 Gettys Street PO Box 3786 Gettysburg, PA 17325
Phone: (717) 338-3233 Fax: (717) 339-2347
Email: volunteersvcs@wellspan.org

UNPAID INTERN APPLICATION

NAME:	PHONE:
ADDRESS:	
EMAIL:	
SOCIAL SECURITY NUMBER:	BIRTHDATE:
PERSON TO NOTIFY IN AN EMERGENCY:	
RELATIONSHIP:	PHONE:
COLLEGE/SCHOOL:	
TOTAL NUMBER OF HOURS REQUIRED FOR INTERNSHIP:	
DEPARTMENT/AREA OF INTERNSHIP:	
NAME OF SUPERVISOR DURING INTERNSHIP:	
ANTICIPATED ***START*** AND ***COMPLETION*** DATES OF INTERNSHIP:	
SCHEDULED DAYS/HOURS:	
Signature	Date

1001 South George Street
MK Building, 5th Floor
York, PA 17403
717-851-2909

WellSpan Unpaid Intern:

We welcome you to WellSpan Health for your learning opportunity. I hope you have an enjoyable and enlightening experience!

WellSpan is committed to patient and employee safety. A part of the commitment includes ensuring that our workers, volunteers and students are protected against communicable diseases, including the flu. We are also committed to a drug-free workplace.

Included in the information you received is a health status documentation form. This should be **completed and provided at your orientation session with Volunteer Services**. This can be accomplished through your own provider, or, at *WorkFirst*, WellSpan's occupational health provider service. *WorkFirst* can help you complete the attached form, provide immunizations, conduct lab tests and/or complete a urine drug screen. Also included in your information is a listing of prices associated with the services that are offered.

Workfirst is located at three locations. No appointment is necessary.

***WorkFirst* – York**	***WorkFirst* – Gettysburg**	***Workfirst* - Hanover**
2250 East Market Street	40 V-Twin Drive	100 Frederick Street
York, PA 17402	Gettysburg, PA 17325	Hanover, PA 17331
717-851-1600	71739-2880	717-632-7474

Students should bring their immunization records to their appointment as many of these immunizations were obtained as a child. A failure to bring the immunization record will result in testing and/or blood work in order to complete the form.

Thank You,
Meagan Van Scyoc, PA-C
Director – Employee Health
WellSpan Health

WORKFIRST
HEALTH SCREENING SERVICES
FOR UNPAID INTERNS

SERVICE REQUESTS

HEALTH STATUS DOCUMENT FEE (to be charged if proper forms not presented at time of visit)	$ 40.00
DRUG SCREEN…….	$ 30.00

Special Charges:
PHOTO CHARGE……..….$5.00 (only if Photo ID is not brought in)
COPIES……. $1.34 per page (if patient wants copy of records)

*VACCINES/PPD (if necessary)

HEPATITIS B VACCINE (series of 3)……..	$ 51/dose
MMR VACCINE (measles, mumps, and rubella). ….....	$ 57/dose
PPD (tuberculosis screening)…….……...…..….	$ 10.00
VARICELLA VACCINE (chicken pox)……	$ 88/dose
TDap (Tetanus/Diptheria/Pertussis)…….	$ 55/dose
INFLUENZA (flu)……	$26

*ANTIBODY/ANTIGEN BLOODWORK (if necessary)

A titer is a blood test to check whether a person has developed immunity to a disease through either having it or having been vaccinated against it.

HEPATITIS B TITER……...……..	$ 8.00
HEPATITIS C ANTIBODY……..…….	$ 30.00
MMR TITER……..……..	$105.00
RUBELLA TITER……..	$ 15.00
RUBEOLA TITER……..…..……	$ 15.00
VARICELLA TITER……	$ 15.00
PREGNANCY SCREEN (urine) …..…….	$ 21.00
VENIPUNCTURE CHARGE…..……..	$ 11.00

**If student has no record of vaccination, titer will be performed.*

WELLSPAN HEALTH - UNPAID INTERN
HEALTH STATUS DOCUMENTATION

Name _____ Date of Birth _____

Last 4 digits of SSN # XXX-XX- __ __ __ __ Phone Number _____

UNPAID INTERNS GOING TO WORKFIRST MUST TAKE COPIES OF IMMUNIZATION RECORDS TO THEIR APPOINTMENT.
FAILURE TO DO SO MAY RESULT IN ADDITIONAL CHARGES OR A DELAY IN THE START OF YOUR INTERNSHIP.

Health History Questions:

1. Date of last tuberculin skin test (PPD- required within last 15 months)
   Date Placed _____ Date Read _____ Result _____

   * If history of positive PPD, please answer following questions:
   Do you have any current symptoms (persistent cough, fever, night sweats, etc)? _____
   Did you do INH treatment? _____
   Please attach a copy of a Chest X-Ray within the last 12 months.

2. Have you had chicken pox since age one? Yes _____ No _____
   If not, please provide dates of two Chicken Pox vaccines (Varivax)
   1st _____ 2nd _____
   Or attach proof of serological evidence of immunity (copy of lab results, titer).

3. The dates of two MMR vaccines (Measles, Mumps, Rubella):
   1st _____ 2nd _____
   Or attach serological evidence of immunity to Measles, Mumps and Rubella (copy of lab results, titers).

4. Dates of Hepatitis B Vaccines:
   1st_____ 2nd _____3rd _____
   Or attach serological evidence of immunity to Hepatitis B (copy of lab results, titer).

   Or if declining Hepatitis B vaccine series sign here_____

5. WellSpan Health requires a mandatory flu vaccination if an Unpaid Intern will be completing their internship any time from October 1st through March 30th. The required documentation is required:
   - Proof of immunization, which includes copy of documentation indicating vaccination was received (i.e. private physician office, public clinics, pharmacy, etc.)

   NOTE: A very small number of individuals may qualify for an exemption for religious or medical reasons. To be considered for an exemption based on these factors, Unpaid Interns will be required to complete and submit a waiver. Please request either the religious or medical waiver from Volunteer Services. Completion of the waiver does not guarantee an exemption to the mandatory flu vaccination.

6. Urine Drug Screen Document (Certified as Negative by MRO within 30 days of start of school/program, not to exceed 6 months prior to internship with WellSpan Health) - **5 Panel Simple Drug Screening is Required**
   - **PLEASE ATTACH URINE DRUG SCREEN RESULTS**

Please return <u>all</u> completed documentation to Volunteer Services during scheduled orientation session.

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UNPAID INTERN
INSTRUCTIONS FOR
BACKGROUND CHECKS & CHILD ABUSE CLEARANCES

Please read the instructions carefully regarding the forms that are necessary for your Unpaid Internship position with regards to Background Checks and Child Abuse Clearances. The Unpaid Intern is required to pay for the cost of the necessary clearances.

Based on your home address, please follow the instructions for either A OR B.

A. If Your Home Address is in Pennsylvania (and you have been a resident of PA for at least two years), you will need to order the following:

1. **PA Criminal Background Information Request Form**:
   - On-line submission at https://epatch.state.pa.us/. Click "submit a new record check."

2. **Pennsylvania Child Abuse History Clearance**:
   - Once you have received your PA Criminal Background report, you may then proceed with ordering a PA Child Abuse Clearance. This form (CY 113) can be obtained at http://www.dpw.state.pa.us/findaform/childabusehistoryclearanceforms/S_001087 . Complete all of Section 1. Under the section titled "Purpose of Clearance" check "**VOLUNTEERS**."

NOTE: If you have already obtained a PA Child Abuse History Clearance and it is within twelve months of the start of your Unpaid Internship position, please provide us with the original certificate. We are able to utilize this form instead of requesting it from the Department of Welfare.

B. If Your Home Address is outside of Pennsylvania OR you have not been a resident of PA for the past two years, complete the following:

1. FBI Background Report:
   - Requestor will need to register at https://www.pa.cogentid.com/index_dpw.htm . NOTE: Please be sure you are on the PA Department Cogent Website, **NOT** the other ordering websites, such as Dept of Education, Transportation, Banking, etc.
   - Under the Registration tab, click on "Register On-Line" and follow the instructions. NOTE: Under the section for reason, please mark "Employment with significant likelihood of regular contact with children."
   - Information regarding the PA fingerprinting sites (locations, hours of operation, etc.) and what documentation/identification process can be found on the above site as well.

NOTE: If you unable to visit a PA Cogent location, you are permitted to obtain fingerprint cards at a police station in your state. Cogent will charge you an extra fee for special processing. Please be sure to check the box at the top of the registration page marked "Do not check this box unless you have prior approval." WellSpan Health does have approval for Unpaid Interns to obtain fingerprint cards. Please follow the instructions for fingerprint cards.

The background checks and clearances (originals only) will be required at your scheduled orientation session. Failure to provide these forms will result in a delay or termination of your Unpaid Internship.

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VOLUNTEER/UNPAID INTERN
AFFIDAVIT

Required by the Child Protective Service Law
23 Pa. C.S. Section 6344 (relating to information relating to prospective child-care personnel)

Check each box to confirm reading each statement

[] I swear/affirm that I have not been named as a perpetrator of a founded report of child abuse or as an individual responsible for a founded report for a school employee as defined by the Child Protective Services Law.

[] I swear/affirm that I have not been convicted of any of the following crimes under Title 18 of the Pennsylvania consolidated statues or equivalent crime in another state.

Chapter 25	(relating to criminal homicide)
Section 2702	(relating to aggravated assault)
Section 2709	(relating to stalking)
Section 2901	(relating to kidnapping)
Section 2902	(relating to unlawful restraint)
Section 3121	(relating to rape)
Section 3122.1	(relating to statutory sexual assault)
Section 3123	(relating to involuntary deviate sexual intercourse)
Section 3124.1	(relating to sexual assault)
Section 3125	(relating to aggravated indecent assault)
Section 3126	(relating to indecent assault)
Section 3127	(relating to indecent exposure)
Section 4302	(relating to incest)
Section 4303	(relating to concealing death of child)
Section 4304	(relating to endangering welfare of children)
Section 4305	(relating to dealing in infant children)
Section 5902(b)	(relating to prostitution and related offenses)
Section 5903(c) (d)	(relating to obscene and other sexual material and performances)
Section 6301	(relating to corruption of minors)
Section 6312	(relating to sexual abuse of children), or an equivalent crime under Federal law or the law of another state.

[] I have not been convicted of a felony offense under Act 64-1972 (relating to the controlled substance, drug device and cosmetic act) committed within the past five years.

[] I understand that my volunteer status may be terminated if I have been convicted of any of the crimes listed above or if I have been named as the perpetrator of an indicated or founded report of child abuse or as an individual responsible for the injury or abuse in a founded or indicated report for a school employee.

[] I agree that I will not work alone with children and will be in the immediate vicinity of a regular WellSpan employee when children are present until I obtain the required official clearance(s).

[] I understand that, should I fail to obtain clearance **within sixty (60)** days from my start date, I may be suspended or removed until clearance(s) are obtained.

I hereby swear/affirm that the information as set forth above is true and correct. I understand that the penalty for false swearing is a misdemeanor of the third degree pursuant to Section 4903(b) of the Criminal Code.

Volunteer/Unpaid Intern Name: _____ Signature:_____

Volunteer Services: _____ Signature:_____

Date: _____

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Acknowledgement of Receipt of Unpaid Internship Handbook

The **Unpaid Internship Handbook** includes the following topics:

MISSION & HISTORY

- What is WellSpan Health?
- WellSpan Mission

INTERNING FOR WELLSPAN HEALTH

- Expectations
- Inappropriate Behaviors
- Appearance/Professionalism
- Personal Data Changes
- Partnership with WSH
- Harassment
- Attendance/Holidays
- Contributing to the Overall Team
- Standards & Policies
- Problem Resolution
- Recording Your Time

HEALTH, SAFETY & EMERGENCY SITUATIONS

Health and Safety

- Safety
- Smoking
- When to Stay Home
- Use of Gloves
- Exposure/Reporting Procedures
- On-Duty Injury or Illness
- Signage
- Infection Control
- Specimen Transport
- Respiratory Isolation
- Body Mechanics (Prescription for a Healthy Back)
- Health Screening Policy
- Hand Hygiene
- Exposure
- Hazardous Communications

Emergency Situations

- Fire Safety
- York Hospital Emergency and Bed Status Messages
- Gettysburg Hospital Status Messages
- WellSpan Surgery & Rehabilitation Hospital Emergency Situations
- Accidents/Incidents

Security Services

- Guidelines that Make a Difference
- Aggression Management -Tips for Safety
- Security at York Hospital
- Security at Gettysburg Hospital
- Security at WellSpan Surgery & Rehabilitation Hospital
- Parking for Unpaid Interns
- Parking Policy Enforcement

HIPAA, CONFIDENTIALITY & CUSTOMER SERVICE

- What is HIPAA?
- Why Are Interns Involved with HIPAA?
- What is Protected Health Information (PHI)?
- Sharing Patient Information?
- Treatment/Payment/Operations
- What are Consequences for Non-Compliance?
- Why Should We Do This?
- Reporting Violations

Confidentiality

- Conversations

Customer Service

- Guidelines
- Complaints

I have received and read the **Unpaid Internship Handbook**. I commit to adhering to the policies, procedures and guidelines outlined within the handbook.

_____	_____	_____
Unpaid Intern – **PRINT NAME**	Unpaid Intern Signature	Date
_____	_____	
Volunteer Services Representative	Date	

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Safety & Security

VEHICLE REGISTRATION	
RETURN TO VOLUNTEER SERVICES	
Name: (last, first, middle)	
Department (s)	**Extension (s)**
Location/Site	
Supervisor's Name	**Supervisor's Ext:**
Shift/Work Schedule	

Vehicle # 1		**Parking Hang Tag #**
License Plate #	**State:**	
Make: (Toyota, Ford, etc.)	**Year:**	
Model: (Circle One) **2 door 4 door cycle pickup van**	**Color:**	

Vehicle # 2		**Parking Hang Tag #**
License Plate #	**State:**	
Make: (Toyota, Ford, etc.)	**Year:**	
Model: (Circle One) **2 door 4 door cycle pickup van**	**Color:**	

PLEASE USE PARKING HANG TAG ON THE CORRESPONDING VEHICLE

To Be Completed by Volunteer Services

VOLUNTEER

Year-Round Program

Summer Program

Off-Site Location that Requires Hang Tag

Other Off-Site Location

UNPAID INTERN

Off-Site Location

South Lot (YH Only)

Shuttle (YH Only)

Dates of Internship

WELLSPAN HEALTH
CODE OF CONDUCT

All Board Members, Employees, Students, and Volunteers of WellSpan Health and its related organizations have an obligation to act in ways that will merit the trust, confidence, and respect of the community we serve, other health care providers, and all of those with whom we interact. In my role with WellSpan Health, I will endeavor to promote the highest standard of conduct by:

- Upholding the vision, mission, and values of WellSpan Health;
- Treating others with respect at all times; honoring patient rights, standards of patient safety and patient confidentiality; reporting any incident of dishonesty, behavioral misconduct, ***disruptive behavior***, disrespect, harassment, or other reportable matter to the proper authorities and bearing truthful witness in the investigation of such concerns; ***examples of disruptive behavior include profane/angry language or yelling, throwing objects and other behaviors defined in HR Policy ER-50, Corrective Action.***
- Conducting all activities with integrity, honesty, respect, fairness, and good faith in a manner that will reflect positively on WellSpan Health and its affiliates;
- Complying with any federal, state, and local laws, statutes, and regulations with which the organization or my profession must comply and are applicable to my individual, professional, or position responsibilities within the organization.
- Refraining from any action or participation in any activity that undermines or compromises the credibility and dignity of WellSpan Health including the community standing, business interest, and/or reputation of any entity, affiliate, or individual; ***This shall include appropriate conduct towards neighboring businesses and property with regards to littering, loitering, parking and tobacco related issues.***
- Avoiding the unauthorized use of professional and/or business relationships for personal gain, including preferential treatment through WellSpan Health providers, suppliers, or affiliates;
- Being truthful in all forms of professional and organizational communications and taking steps to avoid or stop the dissemination of information that is false, misleading, and deceptive.
- Refraining from any form of retaliation for another's good faith reporting of a violation of this code or utilization of an established reporting process to disclose what one believes to be a reportable matter;
- Accepting no gifts or benefits offered with the expectation of influencing a decision or enhancing treatment when conducting business on behalf of WellSpan Health and its affiliates;
- Maintaining the confidentiality of privileged business and personal information, including the protection of information and access to files, records, and electronic systems, and managing the use of keys, passwords, and codes that could enable access to any protected location, system, or information.

I understand that failure to comply with the ***CODE OF CONDUCT*** will result in corrective action as prescribed in Administrative and Human Resources policies and could result in termination of my relationship with WellSpan Health. I further acknowledge my understanding that WellSpan Health will proactively cooperate with any criminal investigation of my behavior.

_____ _____

Date Signature

1-1-2011

WellSpan Health Unpaid Intern Competency Review
(Please answer each question by circling your answers or by following specific directions.)

1. The following must sign and abide to WellSpan Health's Code of Conduct and Confidentiality Statement.
   a. physicians
   b. staff
   c. unpaid interns
   d. all of the above

2. While performing their internship, an unpaid intern observes that a neighbor has been admitted to the hospital. It is acceptable for the intern to share the neighbor's hospitalization with others in their neighborhood.
   True_____ False_____

3. Some of the ways to protect a patient's privacy include (circle all that apply):
   a. think before you speak
   b. treat all information as confidential
   c. be aware of others overhearing your conversation.
   d. discuss a patient's condition in the lobby with a fellow intern

4. As part of your internship, you may be provided with copies of patient information. When finished with your shift, you should:
   a. throw the list in a trash can at the WellSpan site at which you intern
   b. throw the list away when you get home
   c. keep the list
   d. throw the list into a destruction box at the WellSpan site or put it through a shredder

5. The Injury and Illness form should be completed whenever an unpaid intern becomes ill or injured when on duty, regardless of whether medical attention is sought right away.
   True_____ False_____

6. Circle **all** those that **are** WellSpan Health customer service expectations:
   a. make a great impression
   b. offer a helping hand to people in need
   c. respond to customer needs and concerns
   d. take pride in our facilities
   e. respect privacy
   f. all of the above

7. If an unpaid intern is stuck with a needle, immediate washing of the area with warm soap and water will eliminate all potential infection.
   True_____ False_____

8. Helping lost patients and visitors is expected customer service for employees only.
   True_____ False_____

9. The safe lifting zone when moving boxes or materials is:
   a. above your head.
   b. an arm's length from your body
   c. between the floor and your knees.
   d. between your shoulders and your waist.

10. Interns are permitted to use cell phones anywhere in a WellSpan Health location.
    True_____ False_____

11. As an unpaid intern, you are a front-line representative of WellSpan Health. The following is/are key to your "front-line" appearance (circle all that apply):
    a. photo ID badge
    b. wearing cologne or perfume
    c. personal hygiene
    d. department approved uniform

12. To help prevent the spread of germs, the most basic precaution is:
    a. wearing gloves
    b. wearing a uniform
    c. hand washing
    d. reading signage on a patient's room

13. Hands should be washed with soap and water ***or*** an alcohol based hand cleaning gel
    a. before and after a shift
    b. before and after patient or patient room/clinical area contact
    c. before and after use of gloves.
    d. after sneezing, coughing, etc.
    e. all of the above

14. Fill in the blanks. In the event of a cardiac arrest or other type of medical emergency, dial _____ when in a WellSpan Health hospital. In any other WellSpan facility, dial _____.

15. The word RACE reminds us what steps need to be taken during a fire emergency. The word **RACE** stands for:
    a. Rescue, Alarm, Close Doors, take the Elevators
    b. Run Away and Call Everyone
    c. Rescue, Activate, Contain, Evacuate
    d. Race out of the building as fast as you can

16. As an unpaid intern of WellSpan Health, you are responsible for which of the following in order to be prepared for fire emergencies. (circle all that apply)
    a. assuring doorways and hallways remain clear.
    b. knowing the location of the nearest alarm station.
    c. knowing your primary and secondary evacuation routes.
    d. knowing the three digit location code assigned to your assigned department(s).

17. Housekeeping should be contacted to clean up any spills where the origin of the spill is unknown.
    True_____ False_____

18. Every unpaid intern is required to complete all required documentation, orientation and health screening in order to start their internship with WellSpan Health.
    True_____ False_____

19. Failure to complete your health status documentation will result in a delay of your internship.
    True _____ False_____

20. As part of WellSpan's commitment to the community, we provide services to persons:
    a. who live in York or Adams Counties
    b. who have great private insurance
    c. who have jobs
    d. who need them, regardless of who they are.

Name of Intern (please print)	**Interns Signature**	**Date**

Reviewed with intern and corrected to 100% on _____ by: _____
Volunteer Services Representative

WELLSPAN
HEALTH

Volunteer Services Department
Unpaid Intern Handbook

York County #717-851-2147
Adams County #717-338-3233
volunteersvcs@wellspan.org

Updated – 07/19/2013

Please note that the terms unpaid intern, intern and student are used interchangeably throughout this manual but that all three refer to the same group of people: students participating in a hands-on work or career learning experience for which they are not compensated.

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Foreword

This Unpaid Intern Handbook has been written to provide general information about the policies, practices, rules and regulations governing all unpaid interns of WellSpan Health. Questions relating to any of these topics should be referred to the WellSpan Health Volunteer Services Department in York County at #717-851-2147 or Adams County at #717-338-3233.

As a WellSpan Health Unpaid Intern, your welfare is of primary interest to us. We actively seek to provide a safe and secure environment for the protection of our employees, volunteers, students, patients and visitors. Programs are developed to comply with regulations and requirements of various local, state and federal agencies that oversee work-place safety.

As a health system, we have an obligation to educate and make available the information necessary for your safety. As an unpaid intern, you have an obligation to read through this handbook and become familiar with our services, facilities, policies and to adhere to the described methods of protection.

Thank you for being an informed intern and for practicing the responsibilities that can help to ensure a safe and satisfying experience.

Missions and History

What is WellSpan Health?

WellSpan Health is an integrated health care system uniting York Hospital, Gettysburg Hospital as well as the Surgery & Rehabilitation Hospital. It brings together three trusted hospitals as well as services like VNA Home Health, the WellSpan Medical Group, the WellSpan Adams Medical Center, Apple Hill Surgical Center and WellSpan Pharmacy. More important it creates a better way of health. How? By sharing knowledge, experience and resources, WellSpan Health offers an improved quality of care. By remembering what's important-our patients and the communities in which they live-we've dedicated ourselves to care for, not just treat, every individual we see. For more information about WellSpan Health, call (800)840-5905, or visit www.wellspan.org.

WellSpan Mission & Vision

WellSpan Health's mission is as follows:
Working as one to improve health through exceptional care for all, lifelong wellness and healthy communities.
WellSpan Health's vision is as follows:
By 2020, we will be recognized for:

- Providing exceptional care in all its dimensions, every day
- Improving the health populations we serve
- Being a financially and strategically strong organization to sustain our mission for service for future generations

Interning for WellSpan Health

Expectations

AS AN INTERN, YOU HAVE THE RIGHT TO EXPECT TO:

- Be treated as a team member.
- Be given sufficient information and training for the assignment.
- Have supervision, a written service description and a safe place to work.
- Be free to discuss problems, suggestions or changes with staff.

WELLSPAN HEALTH STAFF HAVE THE RIGHT TO EXPECT YOU, THE INTERN TO:

- Be amenable to the assignment and request clarification if needed.
- Honor your commitment and inform the department ahead of time if unable to be there when scheduled.
- Be punctual.
- Maintain a satisfactory standard of work performance.
- Behave in a professional manner, maintaining confidentiality at all times.

A Partnership with WellSpan Health

Believing that WellSpan Health has a genuine interest in supporting and/or enhancing my educational objectives and/or experience, I agree to:

- Be honest and open with the Volunteer Services staff regarding intent, goals, needs and skills;
- Understand the requirements of time and duties of assignments before accepting them and once accepting, fulfill the commitment to the best of my ability;
- Work to deserve being treated as a recognized and respected member of the team;
- Take the commitment seriously enough to participate in planning and evaluating the internship program and in whatever training opportunities are available;
- Share ideas with staff, for the intern frequently has a fresh, new perspective that is valuable;
- View staff as allies and mentors, for much can be learned from them;
- Respect the confidentiality of the health system and its patients;
- Seek and accept honest feedback on performance;
- Serve as goodwill ambassadors and interpreters for the health system and its services in the community-at-large;
- Be informed and, therefore, more effective advocates of change when change is needed and,
- Bring "the priceless gift of service and enthusiasm which lightens the load for all."

Unpaid Intern Standards/Policies

Each intern must agree to abide by the standards of WellSpan Health as specified by the Volunteer Services Department and the area to which he/she is assigned. The health system strives to create an environment where students are treated fairly, honestly and with respect. Open and honest communication is encouraged. Acceptable behavior and adherence to the policies and procedures will help to ensure that students are provided a safe and secure environment. Violation of any of the policies could result in suspension or termination from the internship program. Interns should keep the following in mind:

- Refer all inquiries concerning patients' health or costs, etc., to the employee in charge.
- Interns should refrain from seeking medical advice or favors for oneself, family or friends while on duty.
- Interns should not accept tips from patients.
- Interns are not to make any statements on behalf of WellSpan Health to representatives of the press, television or radio. Inquiries from the media must be referred to Public Relations.
- Interns are prohibited from distributing material or soliciting on WellSpan Health grounds or inside any of its buildings at any time.
- Theft or willful destruction of WellSpan Health property can result in dismissal from the internship opportunity provided through WellSpan Health. All interns must assume responsibility for their own personal property. Lost and found functions are maintained by the Security Operations Center. Inquiries can also be made in the Volunteer Services Department.
- Using abusive, threatening or obscene language, writing or gestures towards others is prohibited.

Inappropriate Behavior

The Volunteer Services Department has a responsibility to take reasonable action against those unpaid interns who are impaired to prevent them from harming or adversely affecting patients, co-workers or themselves.

Inappropriate is that behavior described as acting in a manner which is unsuitable for the work place, and misconduct or observable physical, mental or emotional impairment which prevents the intern from performing the functions of his/her assigned duties. Observable issues (i.e. strong odor of alcohol, unsteady gait, slurred speech) are considered suspected impairments. An intern should not report for duty if experiencing any adverse effects from medications, illegal or non-prescribed controlled substances. If corrective action is necessary, it may include verbal or written warnings, suspension or termination.

Harassment

WellSpan Health does not tolerate harassment of employees, volunteers, students, patients or visitors. Immediate corrective action cannot be taken unless the proper people are informed. Any intern who feels mistreated in this manner is urged to contact the Director of Volunteer Services or the Volunteer Coordinator immediately. Any intern who mistreats others by harassment may be dismissed by the Director of Volunteer Services.

> Definition of Harassment: Harassment is defined as "verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, religion, gender, national origin, age or disability, or any other legally protected characteristic. Such harassment may include written or graphic material or verbal remarks, such as epithets, slurs, negative stereotyping, or threatening, intimidating or hostile acts that relate to race, color, religion, gender, national origin, age, or any other legally protected characteristic.
>
> Definition of Sexual Harassment: Sexual harassment is defined as unwelcome sexual advances, requests for sexual acts or favors, unwanted touching or intimacy, insulting or degrading sexual remarks or conduct, and the posting of sexually offensive or degrading materials in the workplace.

Counseling will be initiated by the Director of Volunteer Services or a designated staff member should performance problems, inappropriate behavior or violations of WellSpan Health or departmental policies and procedures exist. Violation could result in suspension or termination of the internship.

Reporting Procedure - Interns should report any instance of harassment or inappropriate behavior to their department supervisor and the Director or Coordinator of Volunteer Services.

Problem Resolution

It is the policy of WellSpan Health that interns receive fair and equitable treatment and be provided with a means of appeal and review of problems. If an intern is unable to resolve, on an informal basis, a problem related to discrimination, counseling and discipline, termination or department policy/procedure, the following procedures are available.

Procedure:

First Step

The intern having a complaint must present it to the Director of Volunteer Services within ten (10) working days of the infraction. If the problem is not satisfactorily resolved, the intern may take the next step.

Second Step

The intern, within three (3) working days of the first step, may request a hearing with the Director of Volunteer Services and, if appropriate, another staff member as agreed upon by the director and the intern. The issue will be discussed, appropriate actions will be reviewed and a final resolution will be reached with agreement from the director and acknowledgment of the intern. A complete report will be written and signed by the Director and the intern involved.

Appearance/Professionalism

Exemplifying the following statements will help to provide a professional environment and present a positive image to the public.

- All interns are representatives of the health system's team.
- The manner in which you interact with patients, employees, volunteers and guests has a tremendous impact on how our customers evaluate our services.
- Look the part of the professional. Most first impressions are formed visually.
- Personal hygiene is extremely important. Medication can sometimes cause the patient's senses to be very sensitive and it is important to remember that while fragrances can be pleasant, cologne and perfume should be kept to moderation.
- Act the part of the professional. Guard the confidential nature of the job and be very careful not to discuss a patient's condition or other sensitive issues. Confidentiality is an important responsibility. Observe a code of ethics which requires truthfulness, honesty and personal integrity in all activities.
- Respect co-workers (do not pass judgment).
- The intern may not agree with every policy but should do his/her part in supporting the operation of the health system with a positive attitude.

Appropriate attire for an intern does not include: jeans, sweat pants, tights, shorts, caps/hats or skirts or dresses above the knee. When specific attire such as scrubs is necessary, the department supervisor will review these with the intern.

For safety purposes, closed toe shoes must be worn when performing duties that require the use of carts, heavy equipment and/or moving supplies. When selecting clothing, styles of dress for appearance, consider others and the impact that your choices may have on their perception, comfort and confidence with you and the service and safety you provide.

At the time an intern begins his or her educational experience with WellSpan Health, a photo identification badge will be issued. Please wear it at all times in accordance with the health system's policy, which includes that the badge must be worn in a location on your person at chest level. If you lose your badge during your internship, you will be required to pay a replacement fee (fees range from $5 to $10, depending on an intern's location). **At the end of your internship, your badge must be returned!**

Attendance/Holidays

Once definite hours and days have been assigned, it is essential to maintain the schedule for a smooth running organization. A person assumes a certain responsibility by becoming an intern and is expected to carry out the responsibility by regular attendance.

If a person is ill or unexpectedly cannot report to his or her internship, he/she should call their supervisor as soon as possible. The same procedure applies to lateness. Please be prompt and regular in attendance.

Interns are not expected to report for duty on holidays. Observed holidays are: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Holidays which fall on a Saturday are generally observed on the preceding Friday and holidays falling on a Sunday are generally observed the following Monday.

Recording Your Time

The Volunteer Services Department serves as the center for record keeping for all Unpaid Interns. Interns performing hours on a WellSpan hospital campus (including York and Gettysburg Hospitals and the WellSpan Surgery &Rehabilitation Hospital), are required to use the Volunteer touchscreen to sign-in/out during their internship shifts due to regulatory/compliance agencies, for on-campus emergencies and for IRS reporting requirements. More details about locations of touchscreens will be provided at the intern's orientation session or the first day of their internship. For those Interns who are assigned at WellSpan community locations, a timesheet will be provided for record keeping and must be faxed/emailed to Volunteer Services at the end of each month.

Personal Data Changes

If your name, address, phone number or emergency phone number/person changes, promptly notify the Volunteer Services Department. This assists us in maintaining contact with you and in serving you more efficiently.

Contributing to the Overall Team Effort

The delivery of health care has become complex. It is critical that all interns realize they have the same goal - high quality patient care. Cooperation and respect between all volunteers, students and employees will ensure that this goal is achieved. Be a team player and everyone will win!

The WellSpan Health administration and the Volunteer Services Department are interested in your suggestions designed to improve patient care, guest relations, procedures and methods.

Health Safety, Emergency and Security

The Volunteer Services Department in compliance with WellSpan Health stipulates that safety policies will be implemented and adhered to by all interns. Administration of an efficient and effective safety program will provide a pleasant, safe and secure environment. Experience has shown that awareness, preparation and forethought greatly reduces panic and injury in an emergency and will help identify potential dangers.

All interns shall take responsibility for their own "on-the-job" safety by practicing safe procedures and techniques; cooperate in preventing accidents, and in maintaining a safe environment by performing each service/task safely. Because the activities, needs and safety issues vary from department to department, intern supervisors are responsible for orienting, training and overseeing compliance of interns about policies and procedures that will improve the general safety in the assigned department.

Interns should follow these basic rules of safety:

- Adhere to and follow the Unpaid Intern Manual.
- Report all unsafe or hazardous conditions/equipment to your supervisor.
- Obey all safety signs and notices.
- Interns should be aware of and understand hall monitors that flash emergency codes and maintain safety for those being summoned to the designated area.
- Possession of any firearm, weapon, or explosive on WellSpan property is not permitted except by authorized law enforcement officers.
- Interns should never handle or dispense any hazardous waste, unless they have demonstrated a competency to do so after receiving necessary training.
- Open doors slowly when possible. Be sure the other side is clear before opening.
- Interns should wear gloves when instructed to do so, following appropriate wearing, removing, and disposing procedures.
- Interns should refrain from using electrical equipment unless properly instructed by department staff.
- Interns should never stand on a ladder without the assistance of another employee, intern or volunteer.
- If necessary, Interns must complete transport training in order to transport patients by wheelchair/litter.
- Interns must keep all department doorways and stairways from being blocked at any time by equipment, furniture, etc.
- Interns must keep locker/overhead storage doors closed at all time.
- Interns should adhere to using good body mechanics when lifting, pushing or moving any equipment.
- A cart should be used to move items weighing 15 lbs. or more.
- Individual departments are responsible for training and supervising interns who use equipment in their assigned areas.
- Interns should be familiar with "You Have The Right To Know" Material Safety Data Sheets (MSDS).
- Interns should walk on the right side of the hallways and use the directional mirrors to assess the traffic flow at hallway intersections.
- Interns should follow the ABC's of safety:
    - **A** - A safe **ATTITUDE** means staying alert and focused on the job at hand.
    - **B** - Safe **BEHAVIOR** means taking safety guidelines and practices seriously.
    - **C** - **CONTROL** means taking responsibility for making your work site a safe place to be.

On-Duty Injury or Illness

If an intern is injured or becomes ill while on duty, please report to your supervisor **and** to the Volunteer Services Department. The intern will be checked, and when necessary, treated through the closest hospital emergency department. WellSpan Health requires that the intern utilize his/her existing medical insurance for costs incurred.

IMPORTANT: A written report must be completed by the intern's supervisor and submitted to the Director of Volunteer Services in the event of an accident involving an intern, patient, a visitor, or volunteer. Documentation is created, even if no injury is incurred. Please be certain your supervisor has all the necessary information before leaving the assigned area. The Director of Volunteer Services should be notified of any occurrence and should be advised of any difficulty encountered.

Body Mechanics (Prescription for a Healthy Back)

While your back is a marvelous machine, it is not indestructible, and the price of back injury can be misery. But body mechanics - the way you move your body and back can help prevent back injury. Good body mechanics includes lifting loads close to your body to reduce strain on your back and maintaining your three natural curves to keep your back in balance. Whether lifting, standing, pushing, pulling or twisting, remember, good body mechanics is good back protection.

By lifting the load close to your body, you give yourself leverage that reduces the strain on your lower back. And by keeping your three natural curves aligned, you distribute the weight of the load evenly throughout your spine, lowering your risk of injury.
Good posture should be practiced consistently.

> ***Bending and lifting -*** Always bend your knees, so that you reduce your distance from the ground and the load on your back. Items weighing more than 15 lbs., should be moved with the assistance of another employee/volunteer.
> ***Standing*** - Think tall. Throughout the day, think of a wire attached to the top of your head, pulling it upward.
> ***Sitting*** - For long periods, choose a straight chair. Sit firmly back in it, rather than on the edge. Have your shoulders against the chair back, your chest lifted and your upper back straight.

Remember ... Love Your Back, Protect Your Spine ... Remember...

- Size up the load before you lift.
- Keep your back straight.
- Don't twist during a lift.
- Bend from the knees.
- Lift with your legs.
- Keep the weight close to your body.
- Get help for a heavy load.
- Get a chair or lumbar cushion that supports your back.
- Change positions frequently.

Cell Phones

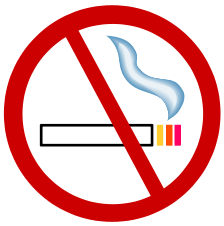
The use of cellular phones is permitted at York, Gettysburg and Surgical & Rehab Hospitals. However, they may not be used within two feet of medical equipment. Additionally, cell phones in the "walkie talkie" mode (direct connect, push to talk, etc.) may not be used within six feet of medical equipment.

The use of cell phones is **not** permitted at the Apple Hill Medical Center and other designated WellSpan Health facilities where the use of cellular phones has been determined to be an interference with the function of medical equipment.

In concert with WellSpan Health's human resources policies that address the use of personal cellular phones while employees are working, Volunteer Services does not permit interns to use personal cellular phones while performing their assigned intern tasks and/or shadowing WellSpan Health staff.

It is acknowledged that specific intern positions will require that the intern use an organization-owned pager or cellular phone to perform his or her assigned tasks.

Smoking



In order to maintain a safe and healthy environment, please respect individual rights and remain in compliance with fire and safety regulations. The use of tobacco products is **NOT** permitted in any WellSpan Health facility or on the grounds/ property of any WellSpan Health facility. In addition, the use of these products is **NOT** permitted on the neighboring streets or properties within the line of sight of York and Gettysburg Hospitals. The violation of this policy can be grounds for immediate termination of an internship or shadowing experience.

Signage

Interns should be aware of and knowledgeable of general signage in the various facilities. Interns are permitted to enter the rooms posted with the signs listed below, however, they should check with their clinical supervisor before entering the room.

CAUTION - RADIATION AREA
STOP/PARE BEFORE ENTERING
CONTACT PRECAUTIONS
FALL PRECAUTIONS

The **RTS Bereavement Services sign** (*small sign with rain drop on a leaf*) indicates a patient has experienced a loss and interns should be sensitive to the experience of the patient. Permission from the nurse's station is required to enter a patient's room where **CARE TEAM** sign is posted.

Health Screening Policy

All Interns are required to complete a Health Screening Documentation form in order to ensure that our patients, employees and students are protected against communicable diseases such as measles, mumps, rubella, chicken pox and tuberculosis. WellSpan Health is committed to a drug free workplace, so all Unpaid Interns are required to have a urine drug screen (within 30 days of the start of the school/program, not to exceed 6 months prior to internship with WellSpan Health). WellSpan also requires a mandatory flu vaccination if an Unpaid Intern will be completing their internship any time from October 1st through March 30th. The health, urine drug screen and flu vaccination can by performed by the Unpaid Intern's physician. If the Unpaid Intern does not have an established relationship with a doctor, it can be performed at a Workfirst location, WellSpan Health's occupational health provider service. All costs incurred for the necessary Health Screenings are at the expense of the Unpaid Intern. In addition, an Unpaid Intern must submit the necessary documentation and be

cleared by Volunteer Services prior to the start of their internship. If this information is not completed, it **will delay** the start of the internship. **Please refer to the Health Status Documentation Form for more details.**

Background Clearances Policy

Prior to the start of an internship, applicants must provide necessary clearances, depending upon their state residence. If your home address is in Pennsylvania, the Unpaid Intern will be required to provide a PA State Criminal Background report as well as the Department of Welfare Child Abuse Clearance. If the home address is outside of Pennsylvania, the Unpaid Intern will be required to have a FBI fingerprint/Cogent background check. Information on how to obtain these reports will be provided to the Unpaid Intern once accepted by the host department.

When To Stay Home

If you are feeling ill, or have symptoms of respiratory or gastrointestinal infections, such as coughing, sneezing, heavy nasal discharge, diarrhea, flu symptoms, or a rash, please stay home. If you or another member of your household has a communicable disease such as measles, mumps, chicken pox, German measles, shingles, hepatitis, mononucleosis, salmonella, tuberculosis or a disease that you are not sure is communicable, please contact Volunteer Services and Employee Health Services. This information will be kept confidential. An Intern who has not had chicken pox and is exposed to someone with chicken pox should report the exposure to Volunteer Services for follow up.

Infection Control

It is the intent of WellSpan Health to protect employees, volunteers, students, patients and visitors from health hazards in the health system. Everyone has a responsibility to use proper techniques so that germs are not spread between patients or to the health system's personnel. Standard precautions are used in treating all patients.

Pre-placement exams, immunizations and participation in health screening programs help to prevent the spread of disease in the health care environment. Signage should be adhered to in order to protect all those working or being treated in the healthcare setting.

The Centers for Disease Control (CDC) recommends that the blood and certain body fluids of all patients be considered potentially infectious. Since it is virtually impossible to reliably identify every patient with a blood borne infection, health care providers can best protect themselves from transmission of infectious agents through the consistent use of standard precautions for all potential contacts with blood and body fluids.

There may be patients with diseases that are transmitted through blood and/or body fluids such as AIDS (Acquired Immune Deficiency Syndrome) or Hepatitis. This is why the health system has mandated the institution of standard precautions. Standard precautions provide increased protection for the health care worker, student or volunteer and the patient through the consistent use of barrier protective devices (such as gloves) and hand hygiene.

REMEMBER "IF IT'S WET AND NOT YOURS, DON'T TOUCH IT, AND DON'T LET IT TOUCH YOU!"

Hand Washing

Hand washing is the most effective measure to control the spread of germs in the health care environment. Your support in following the recommended procedure for hand washing is important for you and the patients at the hospital. Your hands need to be washed prior to beginning your duty, between each patient contact, and prior to leaving the health care facility, in order to protect the patient, yourself and your family.

Interns should clean their hands using the steps described below prior to and after their shifts.

Hand washing is the most important step you can take to prevent the spread of any infection.
WASH YOUR HANDS!

- Before and after patient contact
- After removal of gloves
- After contamination with blood or body fluids
- Before and after eating, smoking or using the toilet

Two areas of emphasis in hand hygiene: hand washing and fingernail care

Hand washing methods:

1. **Soap and water if hands are visibly dirty or contaminated**

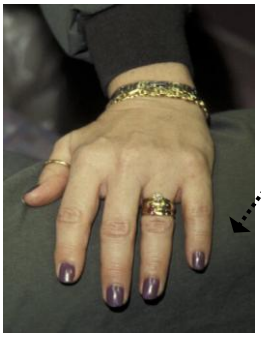
Steps for effective hand washing:

⇒ Find a sink
⇒ Turn on water
⇒ Apply soap
⇒ Wash for 10-15 seconds
⇒ Rinse hands
⇒ Dry hands
⇒ Turn off water

2. **Alcohol-based waterless gels if not visibly dirty or contaminated**

Steps for effective use of waterless gels;

⇒ Put a single squirt of gel on your hand
⇒ Rub the gel into the surfaces of both hands
⇒ Move on to your next task



Fingernail Care:

⇒ Fingernails, including cuticles, should be kept in good repair - paying close attention to cracks, snags or tears in skin where germs could harbor

⇒ If worn, fingernail polish should be in good repair and have no evidence of chipping

⇒ In direct patient care roles, interns MAY NOT wear artificial nails per WellSpan Health's infection control policy and nails may not be more than ¼ inch in length from the tip of the finger.

Use of Gloves

Some duties may require the wearing of gloves. Gloves are found in every department. Please ask if you are unsure where they are kept.

- Gloves are a one-interaction item. When finished with the task, remove the gloves and wash your hands.
- Dispose of used gloves in any trash can in a laboratory or nursing care area.
- Wearing gloves does not eliminate the need for good hand washing.

Specimen Transport

- Specimens should be placed in a specimen transport bag.
- Bag should be placed in a specimen transport cooler. Gloves should not be worn to carry cooler to the laboratory.

- Only staff should place and remove a specimen from the cooler.
- An Unpaid Intern can transport a specimen when it is in an enclosed cooler.
- Specimens accompanied by a green paper can only be delivered by employees.

Exposure

If contamination of any kind should occur, the following steps must be taken:

- For contamination of any non-intact or intact skin by splash or spill, immediately wash the area with soap and water and then flush the area with large amounts of water.
- For contamination caused by a puncture, sharp, or needle stick injury, immediately cleanse the wound area with soap and water.
- For contamination of a mucous membrane (eyes, mouth, nose), flush area with large amounts of water or normal saline (preferred for eyes).

Exposure/Reporting Procedures

If an intern does experience an exposure, the following procedure should be followed:

- Report immediately to the supervisor all suspected exposures (i.e. needle sticks, other sharp events, splashes to the mucous membrane or non-intact skin).
- The supervisor should report the incident to Employee Health Services (EHS).
- If the supervisor is unavailable, the intern should call EHS (#717-851-2909, M-F 6am-4pm). If EHS is closed, call the Safety Hotline, extension 14444. Staff answering the Safety Hotline will refer the call to an EHS staff member for prompt response.
- An incident report for interns should be completed and submitted to the Director of Volunteer Services.

Respiratory Isolation

Any patient who has a disease transmitted by the airborne route (tuberculosis, pneumonia, chicken pox) will be placed in private rooms. A sign will be placed on the outside of the room to alert you of isolation of this type. Please check with your clinical supervisor before entering this type of room.

Hazardous Communications

WellSpan Health is in compliance with the Occupational Safety and Health Administration (OSHA) standards. The full plan for WellSpan Health can be found in the Safety Manual located in every department.

Key points for interns to know include:

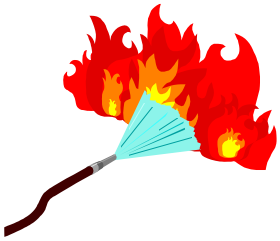
- Each hazardous substance has a corresponding Material Safety Data Sheet (MSDS) which provides specific chemical information about the substance.
- These forms are available for review in the assigned work area.
- If for any reason you feel that you may have been exposed by inhalation, ingestion, or dermatological exposure to a hazardous substance, please notify your supervisor immediately.

Fire Safety

Fires in healthcare facilities have the potential to be very devastating. That is why quick and deliberate action in the first few minutes of a fire by ALL personnel directly affects the outcome of the fire. Even as an intern, the role you play in a healthcare facility fire can be just as critical.

- **Call for HELP**
- **R A C E**

RESCUE persons from an area of immediate danger
ACTIVATE the nearest fire alarm
CONTAIN the fire by closing doors and windows



EVACUATE when necessary, by moving horizontally (close to floor) to safe area and then descend by stairwells.

If an intern is transporting a patient, take the patient to destination or back to unit, whichever is closer. If the intern has not left the unit, remain there and wait for instruction from staff.

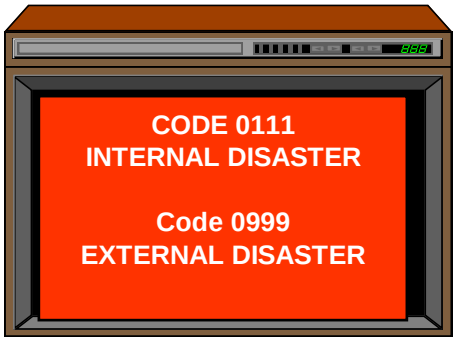
REMEMBER:

- Never use elevators.
- Avoid panic and delay. Be calm and move with assurance.
- Fire doors will automatically close in halls. Be sure that hallways and doorways remain clear.
- Know the location of nearest alarm station, fire extinguisher and code numbers of assigned department.
- Know your primary and secondary evacuation routes.
- Never open doors if you see smoke or if the door feels hot to the touch.
- If the intern is on the elevator and the door opens and smoke or fire on that is detected, re-enter the elevator and go at least two floors below the fire floor, exit and descend by stairs.
- Voice activated system is tested every day at noon at York Hospital and every Wednesday at Gettysburg Hospital; no action is necessary unless the alert is repeated, indicating there is an actual fire; an ALL CLEAR signal will be given when the test or real emergency has been resolved.
- Contact your supervisor if you have specific questions.

Emergency and Hospital Status Messages at York Hospital

Disaster

A disaster is designated as 0111 (internal disaster) or 0999 (external disaster) flashed on the hall monitors with a corresponding voice activated system alarm. All interns should report to the Volunteer Services Department when this signal is activated. On evenings and weekends, report to your assigned department supervisor for instruction. Interns are free to leave but may assist with the situation if needed.



Fire Alarm

This messages is displayed on the hall monitors with a corresponding voice activated system alarm. The message on the monitor will display with a three digit code along with the floor and department name. It is important that Interns know their surroundings and their unit number.

TRAUMA - ETA 10 Minutes

This message flashes on the hall monitor which also emits a hi-lo audio alarm for 15 seconds. This indicates a trauma patient is being transported to the hospital and will arrive within 10 minutes. When the patient arrives, the monitor will flash TRAUMA-OR or TRAUMA-ED to indicate the patient's location in the hospital and alert the appropriate staff trauma teams to report to that area.

Cardiac Arrest

Code Blue and a location will appear on the monitors with an alarm indicating that a cardiopulmonary arrest has occurred in that location. If it is occurring in your area, stop and stay to the right side of the hallway until clear. No other response is necessary. If you find a patient/visitor who is neither alert nor responsive, go to the nearest phone and CALL "6-6" and identify the location of the victim (e.g. 4 South, 6 Main, etc.) DO NOT use a patient's room number. Return to stay with the victim until help arrives. DO NOT dial "O" as your call may be taken in the order it was received and cause a potential serious delay. If you intern at a health system location other than York Hospital, you should dial “9-911” in the case of an emergency.

Infant/Child Abduction

The phrase "CODE PINK" will be displayed on the monitors. Staff, students and volunteers should observe all doors exiting the hospital in their area and detain anyone exiting the hospital with a package large enough to conceal an infant. Call Security if needed. Ask anyone with a newborn infant to remain inside the hospital until the ALL CLEAR message is given or they are cleared to leave.

Code Neon – Pregnancy Related Emergencies

Code Neon is an obstetrical emergency that occurs anywhere in the hospital. Code Neon quickly brings a multidisciplinary group to that area/bedside immediately. If you find a patient/visitor who is experiencing an obstetrical emergency, CALL "6-6" and identify the location of the victim (e.g. 4 South, 6 Main, etc.). Stay with the person until help arrives. DO NOT dial "0" as your call may be taken in the order it was received and cause a potential serious delay.

Code Silver

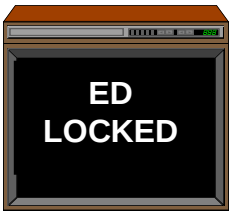
The phrase “CODE SILVER” will be displayed on the monitors. When this message is displayed, Employees, Patients and Visitors are at risk of being confronted by a person with a weapon or of being in a hostage situation. If this occurs in your department, do the following:

- Call 9 – 911 immediately
- Dial 1-4444 to report a Code Silver to York Hospital Security
- Hospital will go on complete lockdown
- Seek cover/protection and warn others in the area of the situation
- Lock and barricade all doors
- Turn out lights and block all windows
- Take cover behind concrete walls or thick desk
- Silence cell phones
- Remain in place until you hear an ALL CLEAR

ED LOCKED

To protect personal safety of patients, employees, visitors, Unpaid Interns and Volunteers, ED access will be restricted if the following occur:

- Shootings
- Stabbings
- Aggravated assaults
- Domestic abuse
- Mass casualties
- Violent traumas



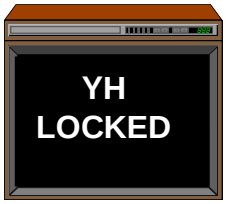
If you need access to the ED, expect the following:

- All persons will be wanded before permitted to enter the ED
- All packages, bags, etc. will be searched

YH LOCKED

York Hospital will be on lockdown in the event of:

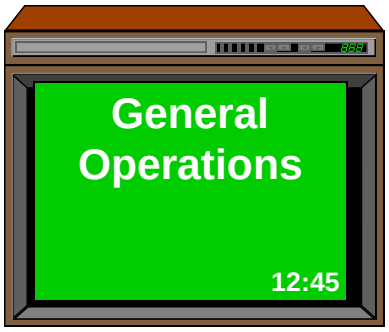
- Civil disturbance
- On-campus criminal activity



Expect the following:

- Security will be posted at all entrances
- Some entrances may be closed completely – no access
- Questions will be asked regarding the reason you want to enter the hospital
- If warranted, persons may be wanded before being permitted to access the hospital
- All packages, bags, etc. will be searched

Bed Capacity Information at York Hospital



In addition to always alternating between the time and current temperature, the hall monitors also always display the current bed status at York Hospital: **General Operations – Surge Capacity – Maximum Census – Full Capacity**.

A FULL CAPACITY (in RED) status message on hall monitors means:

- Census greater than 110% of Licensed Beds
- Protocol Beds being used, which include Tower 3, Physical Therapy Area, 4 Main family/visitor lounge, 5 Main family/visitor lounge, 6 Main family/visitor lounge and Tower 4 Vending area
- Potential to reschedule elective procedures
- Grid Lock with patient discharges

A MAXIMUM CENSUS (flashing Yellow) status message on hall monitors means:

- Census is 100 – 110% of Licensed beds
- Procedural areas now housing admitted observation patients (includes Short Stay, Cath Lab, Endovascular and GI Labs)

A SURGE CAPACITY (in Yellow) status message on hall monitors means:

- Census is > 100%
- All staffed beds are utilized and have to resort to using all Licensed Beds to accommodate patient admissions
- Private rooms turned in to Semi-Private rooms on 4 Main, 5 Main, 6 Mian and 7 South
- Potentially more discharges later in the afternoon and evening

A GENERAL OPERATIONS (in Green) status message on hall monitor means:

- Census up to 100% of staffed beds
- Normal capacity conditions

Emergency and Hospital Status Messages at Gettysburg Hospital

Code Red

"Code Red" indicates there is a fire within the hospital. The switchboard operator will announce the location of the fire over the public address system. All interns should report to their department when a Code Red is initiated.

Code White

"Code White" indicates that there has been a bomb threat made. Since it is likely that the threat has come by telephone, it will be important for the recipient of that call to gather as much information as possible regarding: the type of bomb, location and the expected detonation. This information needs to be immediately provided to the switchboard operator. The switchboard operator will announce, "**The pagers are temporarily out of service**." No pagers or walkie talkies will be used during a "Code White" unless authorized by the police department and/or bomb squad. All interns should report to their department when evacuation is initiated. Interns are free to leave but may assist with the situation if willing and needed.

Code Purple

"Code Purple" indicates a biological, chemical and/or radiation spill. The switchboard operator will not announce "Code Purple" over the public address system. The facilities manager on-duty will be notified first. Interns in an area close to the incident will be evacuated from the area.

Code Green

"Code Green" (5 different levels) indicates an external or internal disaster situation affecting the Gettysburg Hospital. All interns should report to Human Resources when the signal is activated. On evenings and weekends, report to your assigned department supervisor for instruction. Interns are free to leave but may assist with the situation if needed.

Code Orange
"Code Orange" is a hospital evacuation. Interns should follow "Code Green" procedures.

Code Blue
"Code Blue" and a specific location within the hospital will be announced if a potential cardiac arrest has been reported. If it is has been reported in your area, stop and stay to the right side of the hallway until clear. No other response is necessary. If you find a patient or visitor who is neither alert nor responsive, or is complaining of chest pain and/or shortness of breath, go to the nearest phone and DIAL "66" and identify the location of the victim (e.g. lobby, cafeteria, etc.) DO NOT use a patient's room number. Return to stay with the victim until help arrives. DO NOT dial "0" as your call may be taken in the order it was received and cause a potential serious delay. If you intern at a health system location other than Gettysburg Hospital or in a home, you should dial 9- 911 in the case of an emergency. Please note: Code Blue Pals will be called for a potential pediatric cardiac arrest.

Dr. Apgar – Pregnancy Related Emergencies
"Dr. Apgar" is an obstetrical emergency that occurs anywhere in the hospital. Dr. Apgar quickly brings a Neonatal Emergency Response Team to that area/bedside immediately. If you find a patient/visitor who is experiencing an obstetrical emergency, CALL "66" and identify the location of the victim (e.g. Maternity, Med/Surg, B1, etc.). Stay with the person until help arrives. DO NOT dial "0" as your call may be taken in the order it was received and cause a potential serious delay.

Code Pink
"Code Pink" will be announced on the public address system. Staff, volunteers and interns should observe all doors exiting the hospital in their area and detain anyone exiting the hospital with an infant or child, or a package or container large enough to conceal an infant or child. Call Security if needed. Ask anyone with a newborn infant or child to remain inside the hospital until the ALL CLEAR message is given or they are cleared to leave.

Code Silver
"Code Silver" will be announced on the public address system. When this is announced, it means employees, patients or visitors are at risk of being confronted by a person with a weapon or of being in a hostage situation. If this occurs in your department, do the following:

- Call 9 – 911 immediately
- Dial "66" to report a Code Silver to Gettysburg Hospital Security
- Hospital will go on complete lockdown
- Seek cover/protection and warn others in the area of the situation
- Lock and barricade all doors
- Turn out lights and block all windows
- Take cover behind concrete walls or thick desk
- Silence cell phones
- Remain in place until you hear an ALL CLEAR

Dr. Armstrong
"Dr. Armstrong" is announced when an unarmed person demonstrates behavior that you perceive to be the intent to do harm to themselves, employees, patients, visitors, and /or hospital property. If this occurs in your department, dial "66," identify yourself, provide your location and describe the situation. Ask Security to report to your area.

Emergency Situations at WellSpan Surgery & Rehabilitation Hospital

Fire Emergencies
If you smell something burning but do not see smoke:

- Call Facilities immediately at #26555 to alert and confirm the exact location:
- Facilities will send a specialist to investigate and activate the fire alarm system, if necessary:
- Once the fire alarm is activated, staff, volunteers and interns should do the following:
    - Close all patient doors;
    - Follow the affected department's evacuation policy and routes;

- Remember to move horizontal first, then vertical;
- Use elevators only when directed by the fire department;
- Keep smoke doors CLOSED and UNBLOCKED;
- Evacuation should be coordinated with the Manager of the affected area, Facility Specialist Supervisor, Facility Specialist or the Fire Chief;
- If patients who are non-ambulatory are present, evacuate one set of fire doors past evacuation point to use elevators for evacuation;
- Gather patient records and other important paperwork, such as the patient transfers list.

Code Blue

"Code Blue" is activated if a cardiac arrest is suspected. At WSRH, there are two ways to activate a Code Blue. If an intern is near a nurse's station, a button is pushed to alert the staff. The second way a Code Blue is activated is by calling "66" from any phone at WSRH. When dialing "66," the operator will answer and will ask the caller's name and location. In both instances, the Code Blue alerts responders via their ASCOM phones. If a Code Blue is reported in your area, stop and stay to the right side of the hallway until clear. No other response is necessary. If you find a patient or visitor who is neither alert nor responsive, or is complaining of chest pain and/or shortness of breath, respond as noted above and stay with the victim until help arrives. DO NOT dial "0" as your call may be taken in the order it was received and cause a potential serious delay

Code Orange

A "Code Orange" is defined as an evacuation of either the entire facility or a particular area. announcement is subsequent to a "Code Red." Please assist staff with evacuation procedures.

Code Silver

When this message is announced, Employees, Patients and Visitors are at risk of being confronted by a person with a weapon or of being in a hostage situation. If this occurs in your department, do the following:

- Call "9-911" immediately on a hospital phone;
- Dial #26555 to report Code Silver to a Facility Specialist and provide the following information:
  - Location of incident;
  - Number of suspects and hostages, including names, if known;
  - Description of suspect(s) and hostages;
  - Type of weapon(s) involved;
  - Time of occurrence;
  - Injuries sustained (if known);
  - Announced intention and/or demands of hostage-takers/suspects;
  - Demeanor of hostage-takers (calm, agitated, angry, violent);
  - Characteristics of hostage scenario (drugs, alcohol, weapons or explosive devices involved);
  - Scope of security perimeters established around the location of hostage situation;
  - Secure doors and immediate areas.

Code Adam

A "Code Adam" is defined as a patient elopement. Should a patient leave the facility without an authorized discharge by the physician/staff or be missing, do the following:

- Dial "66" to report a Code Adam;
- Provide a detailed description of the person, including name, age, gender, race, weight, height, hair and eye color and what the person was wearing;
- Provide information about when the person was noticed to be missing and when/where they were last seen;
- Dial #26555 to alert the Facility Specialist.

Accidents/Incidents

Interns should assist patients, staff and visitors whenever an accident/incident occurs.

Falls

When an intern witnesses a patient/visitor fall in patient care areas he should respond in the following manner:

- Initial response: CALL FOR HELP.
- Do not attempt to move the person.
- Stay with the person and provide reassurance.

If an intern witnesses a person fall in a non-patient care area, and the person is alert:

- Offer assistance to the person.
- Ask the person whether or not he/she has sustained an injury and will follow up with his/her own private physician; or, would the person prefer to be examined in the Emergency Department.
- Complete an Event Report or assure that an Event Report is completed by personnel

Spills

- When an intern spills water, paper towels should be used to absorb the spill and discard the soiled towels in brown non-infectious waste bags. If the spill is a large amount, the intern should call housekeeping stating location of spill. If necessary, obtain "wet floor" sign (if available) from nearby department and place at spill location until housekeeping arrives.
- When an intern observes a spill on the floor and the content is unknown, the intern should call or ask nearby staff to call housekeeping, stating the location. If necessary, obtain "wet floor" sign (if available) from nearby department and place at spill location until housekeeping arrives.
- When there is a blood spill, of any size, the intern should call or ask nearby staff to call housekeeping, stating the location. If necessary, obtain "wet floor" sign (if available) from nearby department and place at spill location until housekeeping arrives.

Other Incidents

In the event that a patient/visitor should faint or have a seizure the following actions are necessary.

- Initial response: CALL FOR HELP
- Report any unsafe condition or act that you observe.

  Other Actions:

  Ease person to floor.

  Prevent injury: especially to the head. In case of a seizure, move potentially injurious objects out of the way, but do not attempt to restrain the person. Never put anything in the mouth.

  Observe and report: Do not leave person alone.

Security Services Guidelines That Make A Difference

1. Photo identification badges must be worn above the waist at all times at **all** WellSpan properties.
2. Utilize security escorts when appropriate.
3. Do not prop open exterior doors or allow unauthorized persons to enter through unauthorized entrances.
4. Inquire when a visitor looks lost, is in need of help, or is acting in a suspicious manner.
5. Report suspicious persons or incidents to Security immediately.
6. Store your purse or other valuables in a secure place and always lock your car.
7. Remember there are emergency phones on the elevators. Use when necessary.
8. Your badge is specific to your assigned department only. Do not access areas that are not necessary to your internship.

Aggression Management - Tips for Safety

DO	DON'T
Continually monitor your own status.	Appear bossy, arrogant, or to expect an attack.
Project a calm, confident feeling.	Try to "stare him/her down".
Accept their statements as genuine expressions of their feelings.	Turn your back or leave.
Talk with the subject.	Argue or make unnecessary demands.

Be matter of fact.

Stay close to them and observe their mood.

Crowd the person.

Security at York Hospital

York Hospital employs security officers who are on duty at all times to protect employees, volunteers, patients, visitors, students and hospital property. If you are in need of security assistance, you may contact them through the Security Department by dialing ext. 2604, or by contacting the hospital operator by dialing "O". Dial “66” in an emergency situation.

Security at Gettysburg Hospital

Gettysburg Hospital employs security officers who are on duty at all times to protect employees, volunteers, patients, visitors, students and hospital property. If you are in need of security assistance, you may contact them through the Security Department by dialing #717-339-2355 or #717-891-0415, or by contacting the hospital operator by dialing "0". Dial “66” in an emergency situation.

Security at WellSpan Surgery & Rehabilitation Hospital

WellSpan Surgery & Rehabilitation Hospital employees facility specialists who are on duty at all times to protect employees, volunteers, patients, visitors, students and hospital property. If you are in need of security assistance, you may contact them by dialing #26555 or by contacting the hospital operator by dialing “0.”

Parking at WellSpan Health Facilities

WellSpan Health is committed to maintaining convenient parking for its patients, their families and visitors. Please see below for Intern Parking Requirement, based on your Internship location:

Non-hospital based, Unpaid Interns Park:

- Areas or spaces designated by their department or site.

At York Hospital, Unpaid Interns Park:

- If under 80 hours, Unpaid Interns will park in the South Lot. More information will be provided at the orientation session.
- If greater than 80 hours, Unpaid Interns will be required to shuttle from Memorial Sports Complex Parking Lot. More information will be provided at the orientation session.

At Gettysburg Hospital, Unpaid Interns Park:

All Unpaid Interns are required to park at the Recreational Park, located at 545 Long Lane, Gettysburg PA. More information will be provided at the orientation session.

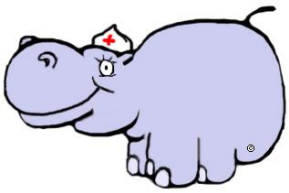
At WellSpan Surgery & Rehabilitation Hospital, Unpaid Interns Park:

All Unpaid Interns are required to park in the Employee Parking lot, located in the back of the hospital (across from the Pathway Gardens). More information will be provided at the orientation session.

Parking Policy Enforcement at WellSpan Health Facilities

The same corrective actions will be in place for both interns and staff that do not comply with the parking policy.
Offense #1: Warning ticket from Security; and, Volunteer Services Department and Internship Supervisor will be notified.
Offense #2: A ticket will be issued and the car will be immobilized, which includes a $100 fine. The Volunteer Services Department and Internship Supervisors will be notified. The fine must be paid in full before the car is released
Offense #3: Same as #2.
Offense #4: Same as #3 and the Unpaid Intern will be terminated.

HIPAA, Confidentiality and Guest Relations



WellSpan Health has a strong tradition of protecting the privacy of patient information. Confidentiality has always been part of the health system's culture. However, now there is a law that sets a national standard to protect medical records and other personal health information. It is called the **Health Insurance Portability and Accountability Act or HIPAA.**

What is HIPAA?

- HIPAA is a law passed by congress in 1996.
- HIPAA sets national standards for the protection of patient information, with a compliance deadline of April, 2003.
- HIPAA applies to ALL health care providers: hospitals, physicians, insurance companies, labs, home care companies and surgery centers.
- HIPAA covers ALL forms of protected health information… oral, written and electronic.

Why are we, as interns, involved with HIPAA?

It is everyone's responsibility to take the confidentiality of patient information seriously. Anytime interns come in contact with patient information (or any personal health information) written, spoken or electronically transmitted, they become involved with some facet of the HIPAA regulations! It is for this reason that the law requires awareness training for all healthcare personnel, including students.

What is Protected Health Information (PHI)?

According to HIPAA all of the following information can be used to identify a patient:

⇒ Addresses
⇒ Dates
⇒ Telephone or fax numbers
⇒ Social Security Numbers
⇒ Medical Records Numbers
⇒ Patient Account Numbers
⇒ Insurance Plan Number

This information is referred to as individually identifiable health information (IIHI). Removing a patient name from a chart is no longer sufficient to de-identify the patient. HIPAA refers to this information as **Protected Health Information or PHI**. Any health information that identifies someone or can be used to identify someone MUST BE PROTECTED.

Sharing patient information?

HIPAA, under the Consent Rule, allows for the provider of care to use health information for ***Treatment, Payment and Operations (TPO*)**. Before HIPAA it was common to use patient information for other purposes and to share more than the minimum necessary information. Now patients need to give prior authorization for the use of their health information for non-TPO purposes.

What is TPO?

HIPAA allows us to share patient information for:

Treatment	Providing care to patients
Payment	Getting paid for caring for patients
Operations	Normal business activities such as quality

improvement, training, auditing, customer service and resolution of grievances.

If use of the information does not fall under one of these categories you must have the patient's signed authorization, before sharing that information with anyone!

If personal health information (PHI) is involved: **and ask yourself -**

Does my sharing this information involve TPO for that patient? (Treatment, Payment, Operations)

If the answer is NO: Don't pass it along unless you have been authorized to do so!!

This includes information you may see or hear about hospitalized volunteers, students, friends and acquaintances. Sharing information for non-TPO purposes requires authorization from the patient involved.

What are the consequences of not complying with the law?

It has always been against WellSpan Health policy to improperly share, use or dispose of patient information in the wrong way. Under HIPAA, there are now fines and penalties for this. We treat privacy seriously, which is why every intern and team member is required to sign a confidentiality form. A breach of privacy may result in termination. Wrongful and willful disclosure of health information carries fines and can involve jail time.

Why should we do this?

⇒ It is the right thing to do.
⇒ It is in keeping with the values of our organization.
⇒ Think how you would feel if it was information about you or a loved one.

People in health care think they already do a good job protecting patient information, but HIPAA requires MORE protection. We have to protect all health information!

Reporting Violations:

It is EVERYONE's responsibility to report violations, or wrong doings. Whether someone received patient information improperly, or shared patient information in the wrong way, everyone has a responsibility to report violations. When in doubt…ASK!!
Your department supervisor or the York Hospital Volunteer Services Department is a good place to start for answers to your questions …or for reporting issues.

Help us to keep the HIPAA Awareness level HIGH!!
Be HIPAA wise and model the correct behavior.

Confidentiality

All WellSpan Health students are committed to a professional code of ethics. Every patient is entitled to privacy and has the right to expect that personal information will be kept confidential. Therefore confidentiality is both a legal and ethical responsibility. Information concerning the care of a patient is always personal in nature; and, therefore, any information about the patient's condition, care treatment or personal data is absolutely confidential and must not be discussed with anyone other than those directly responsible for the patient's care and treatment.

Unauthorized release of information about patients, due to carelessness or thoughtlessness, is unethical. We urge you to be discreet in your conversations. Additionally, patient charts and medical records are confidential and may not be read by interns. Confidential computerized information is password protected. Passwords may not be shared. Computer hacking or attempting to enter an additional system cannot be tolerated. A violation of confidential information is a violation of hospital ethics. An intern may be suspended or dismissed immediately by the Director of Volunteer Services for such a violation. Each intern is required to sign a confidentiality agreement during orientation.

Conversations

Conversations with Employees: The employee team values what you have to say. However, while on duty, it is best to limit your conversations with employees to health system business. Limiting personal conversations helps the employee staff focus on the needs of our patients and guests.

Conversations with Patients: Conversations with patients should be limited to cheerful, non-controversial subjects. Patients may divulge information that is highly personal. If this is the case, interns should listen with compassion and understanding, but should not invite confidences. Interns should never offer opinions on personal affairs, medical treatment, administration of medication, choice of physicians or referral of services. Suggest patients or family members speak to the charge nurse or physician if they have questions about their condition or medical care.

When visiting patients, do not discuss their illness or your own. Do not discuss patients with others outside their rooms. Remember, even a patient who appears asleep (or unconscious) may hear. Each patient is an individual, respect their privacy. Patients who seem unhappy or angry may well be masking fear, worry or loneliness.

Conversations with Visitors: Visitors are also our guests. They should be treated with warmth and respect. Listen with compassion and understanding. Answer their questions professionally and with competence. Treat visitors as you would like to be treated. Treat everyone the same, regardless of age, race, color, creed, financial condition, appearance and disability.

Customer Service Expectations

All of our interactions with patients and their families should be guided by a respect for their feelings and concerns. In an environment which often seems impersonal and overwhelming, we strive to restore a sense of individuality and uniqueness. Interns come in contact with a variety of people during their assigned shifts, i.e., patients, visitors, physicians, staff and other students. Consider these people with whom you will interact during the day as guests. Many of these guests are in an unfamiliar setting and will come to you for guidance and direction.

Look at this as an opportunity for you to create a feeling of hospitality for those with whom you come in contact. A friendly smile or thoughtfully worded directions can only reflect favorably on the health system. If you are asked a question and don't know the answer, say so, but be sure you inform the guest that you will find the answer.

The following are WellSpan Health's customer service expectations. These will assist you in interacting appropriately with our patients, as well as providing safety and comfort for patients and their families.

Make a great impression
How we look and act gives a distinct message about our professionalism and our care. Each customer is a unique and important individual. Being polite and considerate conveys that we care about them. A positive impression helps to build their trust and confidence in us.

Respect privacy
Protecting a customer's physical and personal privacy assures them that we are keeping their best interest in mind.

Offer a helping hand to people in need
People who need healthcare services are often worried, vulnerable and overwhelmed by the experience. Be alert to people who look lost, confused or in need of assistance.

Respond to customer needs and concerns
There are going to be times when we do not live up to the expectations of our patients and their family members. When this happens, take ownership and respond positively to address mistakes and resolved complaints.

Take pride in our facilities
The appearance of our facilities is also a key to creating a positive first impression with our customers. Do your part to keep them safe, clean well-organized and attractive.

Complaints

If a patient, family member or visitor complains about something, don't argue or offer excuses; simply say, "I'm sorry you have had difficulty. I will report that to the proper person" and do so! Comments regarding direct patient care should be directed to the nurse or nurse manager.

WellSpan Health welcomes all compliments or complaints regarding our organization and/or its facilities. Calls are to be directed to the WellSpan Customer CareLine at #1-877-232-5807.

If you, the Unpaid Intern, have a complaint or problem, report it immediately to the Director and/or Coordinator of Volunteer Services. You are always welcome to speak with them by phone, or in person. However, it might be necessary to arrange an appointment if their schedules cannot permit them to personally meet with you on the same day.

Be a team player! Complaints are sometimes used as subjects for gossip. Be a professional. Direct your concerns to the Director and/or Coordinator of Volunteer Services.